

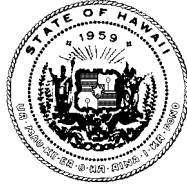
State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office

Request for Proposals

HMS 903-05-04-S
Domestic Violence Legal Services for
TANF/TAONF Recipients

February 28, 2005

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96890-0339

February 28, 2005

MEMORANDUM

TO: All Interested Parties

FROM: Lillian B. Koller, Esq., Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – DOMESTIC VIOLENCE LEGAL SERVICES FOR TANF/TAON RECIPIENTS. RFP-HMS-903-05-04-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

An Informational meeting is scheduled on Monday, March 7, 2005 from 1:30 p.m. to 3:30 p.m. at BESSD Administration Office, Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813. For more information, please call 586-7068. The Department's Program staff will be present at this session to review the RFP requirements and informally address questions you may have. In order for the proposal to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, ECCPO, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals must be received no later than 4:30 P.M., Tuesday, March 15, 2005.

Proposal and accompanying materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: One (1) original and three (3) copies
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**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)
NO LATER THAN
March 23, 2005**

All Mail-ins

Department of Human Services
Benefit, Employment &
Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

RFP COORDINATOR

Geneva Candean
For further info. or inquiries

Phone: 586-7068
Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii
Standard Time (HST) March 23, 2005.**

Drop-off Sites

Oahu:

Department of Human Services
Benefit, Employment & Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

BE ADVISED: All mail-ins postmarked by USPS after **March 23, 2005**, will be rejected.
Hand deliveries will **not** be accepted after **4:30 p.m., HST, March 23, 2005**.
Deliveries by private mail services such as FEDEX shall be considered hand
deliveries and will not be accepted if received after **4:30 p.m., HST, March 23,
2005**.

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

II. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office
820 Mililani Street, Suite 606

Honolulu, HI 96813

Phone (808) 586-7068 Fax: (808) 586-5744

IV. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	<u>02/27/05</u>
Distribution of RFP	<u>02/28/05</u>
RFP orientation session	<u>03/07/05</u>
Closing date for submission of written questions for written responses	<u>03/11/05</u>
State purchasing agency's response to applicants' written questions	<u>03/18/05</u>
Proposal submittal deadline	<u>03/23/05</u>
Proposal evaluation period	<u>03/24-30/05</u>
Provider selection	<u>03/31/05</u>
Notice of statement of findings and decision	<u>03/31/05</u>
Contract start date	<u>07/01/05</u>

V. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: March 7, 2005 **Time:** 1:30P.M. – 3:30P.M.
Location: 820 Mililani Street, Suite 606, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the

orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions).

VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: 03/11/05 **Time:** 4:30P.M. HST

State agency responses to applicant written questions will be provided by:

Date: 03/18/05

VII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: www.spo.hawaii.gov, click *Procurement of Health and Human Services* and *For Private Providers*. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Registration Form (SPO-H-100A)** – If applicant is not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their registration status, they may check the

State Procurement Office website at: <http://www.spo.hawaii.gov>, click *Procurement of Health and Human Services*, and *For Private Providers and Provider Lists...The List of Registered Private Providers for Use with the Competitive Method of Procurement* or call the State Procurement Office at (808) 587-4706.

- 6. Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website at www.hawaii.gov/tax/tax.html.

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Proposal Submittal** - Proposals must be postmarked by USPS or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Faxed proposals and /or submission of proposals on diskette/compact disc or transmission by e-mail, website or other electronic means are **not** permitted.
- E. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working

conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at <http://www.capitol.hawaii.gov/>. Or go directly to: http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm

- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

VIII. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

IX. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

X. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XI. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time shall be rejected. If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIII. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XIV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XV. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVI. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

XVII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XVIII. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the Proposal Application Checklist in Section 5 of this RFP. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Lillian B. Koller, Esq.	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

XIX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XX. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See Section 5, Proposal Application Checklist for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see section 5, the Proposal Application Checklist). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii, Department of Human Services, hereafter referred to as the Department, is requesting proposals from qualified applicants to provide legal services statewide for Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) recipients involved in Domestic Violence issues.

B. Description of the goals of the service

The goal of this contract is to provide legal services for TANF and TAONF recipients who have experienced or are currently experiencing issues of safety and functioning related to Domestic Violence, which adversely affect their ability to become employable and self-sufficient. The ultimate goal of the service is to enable these recipients to effectively participate in the First-to-Work Program.

The legal services provided by this contract preclude legal services that are offered through alternate funding sources to TANF and TAONF recipients dealing with domestic violence issues. These TANF and TAONF recipients who are currently receiving legal assistance through other funding sources shall continue to do so without expense to this contract.

C. Description of the target population to be served

The population to be served consists of the adult TANF and TAONF recipients of the Benefit, Employment and Support Services Division (BESSD), who are currently exempt from mandatory work requirement due to Domestic Violence issues, and who have an active case with the Domestic Violence Advocacy Program, a service contracted by the Department.

D. Geographic coverage of service

The Provider will be required to serve the TANF and TAONF eligible domestic violence victim population statewide.

E. Probable funding amounts, source, and period of availability

This contract is expected to be Federally funded. The maximum amount of funding for this contract for SFY 2006 (July 1, 2005 through June 30, 2006) is \$125,000.00, with a maximum of \$3,000.00 per client billing. Two (2) twelve-month extensions may be awarded for a total amount of \$125,000.00 each, subject to the availability of funds and provider performance.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address.)

B. Secondary purchaser participation
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

C. Multiple or alternate proposals
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

Multiple or alternate proposals will be considered if the bidder offers to provide services for one or more counties.

D. Single or multiple contracts to be awarded
(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

A single contract shall be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient array of legal services for TANF and TAONF recipients affected by domestic violence and related legal issues statewide.

E. Single or multi-term contracts to be awarded
(Refer to §3-149-302, HAR)

☒ Single term (\leq 2 yrs) ☐ Multi-term ($>$ 2 yrs.)

Contract terms:

A single term contract of 12 months, with the option of two (2) 12-month extensions not to exceed June 30, 2007, subject to availability of funds and contractor performance shall be awarded. The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, Item IV (Procurement Timetable) of this RFP.

Geneva Candean, (808) 586-7068

III. Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD) intends to procure professional legal services for TANF and TAONF recipients who have experienced or are currently experiencing issues of safety and functioning related to domestic violence, which adversely affect their ability to become self-sufficient and employable.

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The Provider shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. Training shall be provided by the Department, if necessary.

The scope of work encompasses the following tasks and responsibilities:

1. The Provider shall oversee the services provided to the Department's clients as described below.

2. The Provider shall appoint a Domestic Violence Legal Services Coordinator to serve as the point of contact for all legal services referrals made by the Domestic Violence Advocacy Services Provider.
3. The Domestic Violence Legal Services Coordinator shall conduct an intake interview, assess the client's legal needs as they relate to the domestic violence issues, and assign the case to an attorney.
4. The assigned attorney shall prepare a plan with the client to address the client's legal issues, and work accordingly toward the resolution of these issues. The Domestic Violence Advocacy Services Provider shall be kept informed of the client's progress toward the settlement of all legal issues pertaining to the safety and protection of the client.
5. Areas of legal representation may include, but are not limited to the following:
 - Temporary custody, visitation and support
 - Temporary restraining orders
 - Divorce including child custody and child support
 - Housing issues including landlord eviction defense or negotiation, public housing evictions, grievances, habitability of unit, repairs, rent and security deposit issues, illegal lockouts or utility shut off
 - Consumer Law including debt collection, bankruptcy or consumer credit matters, utility hookup or shut off, repossession, unfair or deceptive consumer practices.
 - Employment issues including domestic violence accommodation by employers, unlawful termination from employment due to domestic violence issues and unemployment compensations for employees who quit their job as a result of domestic violence
6. The case attorney and the Domestic Violence Advocacy Services Provider shall maintain regular contact to discuss referrals and clients' progress. The Domestic Violence Legal Services Coordinator shall review all cases prior to closure.
7. The Domestic Violence Legal Services Coordinator shall train all Legal Aid staff on the process for handling domestic violence victims.
8. Other appropriate agencies and organizations working with domestic violence victims shall be notified of the services rendered by the Domestic Violence Legal Services Provider.

B. Management Requirements (Minimum and/or mandatory requirements)**1. Personnel**

The Provider shall determine the number of staff required to provide the contracted services and shall address the qualification of their personnel to conduct this service. The Department shall refer an estimated 140 clients per year, via the Domestic Violence Advocacy Services Provider.

The Provider may opt to utilize its existing staff to dispense necessary services under the contract; however, the work time charged to the contract must be prorated in accordance with the total time spent on the work required under the contract.

2. Administrative

The successful offeror will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations therefrom must be specifically defined by the offeror in its proposal which, if successful, will become part of the contract

3. Quality assurance and evaluation specifications

The contract shall be evaluated based upon performance as described above in Section III, A. The contract shall also be reviewed for overall cost effectiveness based upon the overall cost as compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the Provider shall be measured by the following specifications:

- a. To provide all referrals with an intake session and needs assessment prior to assignment of the client to an attorney.
- b. To develop individualized plans with the clients and work toward the resolution of all legal issues relating to the domestic violence situation.

- c. To maintain on-going contact with the Domestic Violence Advocacy Services Provider regarding matters of referrals and clients' progress toward the settlement of legal issues.

5. Experience

The Applicant shall demonstrate skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. The Applicant shall also explain any relevant experiences dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last five (5) years.

6. Coordination of services

The Applicant shall maintain on-going coordination with the Domestic Violence Advocacy Services Provider.

The Applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

7. Reporting requirements for program and fiscal data

- a. The Provider shall keep records to document information acquired about the referrals or given or made available by the client served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the Provider except as otherwise allowed by Hawaii Revised Statute §346-10, and Hawaii Administrative rules §17-601, and only after prior written notification to DHS.
- b. Access to and release of confidential client information shall be allowed in accordance with HRS Chapter 346 and HAR § 17-601.
- c. Monthly reports shall be prepared and submitted to the Department. Reports shall contain the following information by county:
 - a. Number of client referred
 - b. Number of referrals which became clients
 - c. Number of legal cases per client and nature of the cases
 - d. Number of cases closed due to resolution of legal issues
 - e. Number of cases closed due to client not following up
- d. An annual report shall also be prepared and submitted to the

Department. The report shall consolidate the information submitted in the monthly reports, and give a brief overview, per client, of the legal services impact on the client's life.

- e. Monthly invoices shall be prepared and submitted to the Department.

8. Pricing structure or pricing methodology to be used

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the Provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The cost reimbursement may be subject to verification.

The purchasing agency shall consider cost proposals on a "cost type or "pure reimbursement" pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. "Cost type" involves payment of all incurred costs within a predetermined total estimate cost.

The purchasing agency shall consider cost proposals based on a "cost-plus-fixed-fee" from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. "Cost-plus-fixed-fee" allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The purchasing agency anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

The Provider is limited to no more than 15% of the contract award in indirect expenses.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

Please note, however, that the Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

Please refer to Section 3 (Proposal Application Instructions), sub-section V.A for the required list of budget forms.

9. Units of service and unit rate

Not applicable

IV. Facilities

The Applicant shall demonstrate that its facilities are adequate in relation to the proposed services. The Applicant shall also describe how the facilities meet ADA requirements.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. **See sample table of Contents***
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (for the website address see the Proposal Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205B	Organization-Wide Budget by Programs (Special Instructions are located in Section 5.)
SPO-H-206A	Personnel – Salaries & Wages
SPO-H-206B	Personnel – Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel – Inter-Island
SPO-H-206D	Travel – Out-of-State*
SPO-H-206E	Contractual Services – Administration
SPO-H-206F	Contractual Services – Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

*Expenditures require justification and prior approval

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current [within three (3) months], valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office.)

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrated capability to coordinate services with other agencies and resources in the community.

B. Experience _____

- Described relevant experience dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last 5 years.

C. Quality Assurance and Evaluation _____

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services _____

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities _____

- Adequacy of facilities relative to the proposed services.
- Facilities meet ADA requirements

2. *Project Organization and Staffing (15 Points)*

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. *Staffing* _____

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. *Service Delivery (55 Points)*

- Describes the overall program content and design
- Demonstrates an understanding of the various service activities and sequence of events
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures
- Demonstrates an understanding of the target group
- Demonstrates knowledge of handling customer service and complaints
- Provides for public relations and community collaboration
- Describes staff/program management activities
- The evaluation criteria may also include an assessment of the logic of the work plan for the service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timeliness, as applicable

5. *Financial (10 Points)*Pricing structure based on cost reimbursement

- Applicant's proposal budget if reasonable given program resources and operational capacity.
- Adequacy of accounting system
- Audit report

Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation and the IRS shall be submitted with the proposal.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. *SPO-H forms are located on the web at <http://www.spo.hawaii.gov> Click *Procurement of Health and Human Services* and *For Private Providers*.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Registered)	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions is applicable, Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report	Section 3, RFP	Section 3, RFP	X	
Organizational Chart	Section 3, RFP	Section 3, RFP	X	

Authorized Signature

Date

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